

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy
17020081	SHDC	Planning & Development	13 Apr 2018	Previously considered and decided	Advice given	Null
18002473	SHDC	Corporate & Other Services	10 Jul 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null
18003489	SHDC	Planning & Development	27 Jul 2018	No worthwhile outcome achievable by investigation	Closed after initial enquiries	Null
18007140	SHDC	Environmental Services & Public Protection & Regulation	06 Aug 2018	Premature Decision - advice given	Referred back for local resolution	Null
18002136	SHDC	Planning & Development	05 Sep 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null
18007071	SHDC	Planning & Development	11 Sep 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null
18002241	SHDC	Benefits & Tax	08 Nov 2018	mal & inj	Upheld	Apology, New appeal/review or reconsidered decision, Procedure or policy change/review
18013111	SHDC	Benefits & Tax	29 Nov 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null
18014093	SHDC	Planning & Development	11 Dec 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null
18014977	SHDC	Planning & Development	14 Jan 2019	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null
18016208	SHDC	Environmental Services & Public Protection & Regulation	24 Jan 2019	Premature Decision - advice given	Referred back for local resolution	Null
18004968	SHDC	Environmental Services & Public Protection & Regulation	28 Jan 2019	Injustice remedied during BinJ complaint processes	Upheld	Null
18009856	SHDC	Planning & Development	01 Feb 2019	mal no inj	Upheld	Null
18009146	SHDC	Environmental Services & Public Protection & Regulation	05 Mar 2019	Premature Decision - referred to BinJ	Referred back for local resolution	Null
18013027	SHDC	Planning & Development	08 Mar 2019	At request of complainant	Not Upheld	Null
18016484	SHDC	Environmental Services & Public Protection & Regulation	19 Mar 2019	mal & inj	Upheld	Procedure or policy change/review
18011018	SHDC	Highways & Transport	22 Mar 2019	Other reason not to continue with investigation	Not Upheld	Null

Service improvement recommendations

Write a policy to include the criteria for considering applications for discretionary rate relief.

The Council agreed to review what happened here and make any necessary changes to procedures or staff training to minimise the chances of the identified faults recurring. In particular, the Council should ensure that the possible existence of a planning breach or other issue does not prevent prompt reaction to reports of a possible statutory nuisance.

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